

Claremont Newsletter September 2024




To our September Edition Newsletter


Repeat Medication Turnaround Times

When ordering repeat medication please allow 2 working days. All prescription requests need to be checked and signed off by a GP before they can be issued which can take time.

We cannot issue urgent requests.

Be Kind

Today you could be standing next to someone who is trying their best not to fall apart. 

So whatever you do today, do it with kindness. 

Flu Clinics

We are starting to plan our Flu clinics, with the majority being in October & November.

Eligible patients who can be vaccinated at the surgery are:

Pregnant women

All children aged 2 or 3 years on 31 August 2024

Children in clinical risk groups aged 6 months to less than 18 years

Patients aged 65 and over

Patients aged 18 to under 65 in clinical risk groups

Patients in long stay residential homes

Carers

Close contacts of immunocompromised individuals

Please contact the surgery to book an appointment.



World Suicide Prevention Day 10 September 2024

What is suicide

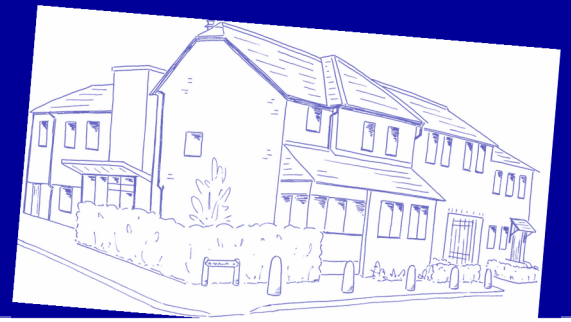
Suicide is when someone ends their own life. It's a very tragic response to difficult situations and feelings, perhaps most tragic because it is preventable. Thousands of people in the UK end their lives by suicide each year and one in five of us think about suicide in our lifetimes. Having suicidal thoughts doesn't mean that someone has a mental illness, but there is a connection between mental ill health and suicidal thoughts. Suicidal thoughts and feelings can be complex, frightening, confusing and lonely. There is no single reason for why people die by suicide. Social, psychological and cultural factors can contribute to a person being at greater risk of suicide. Learning about the possible risk factors linked to suicidal thoughts, along with how it can be prevented, may help you save a life. This may be someone else's, or it may be your own life.

Risk Factors

There is no single reason why people die by suicide. People think of suicide for many different reasons. Sociological, economical, psychological and genetic factors can contribute to a person being at greater risk of suicide.

A risk factor might include:

- something upsetting or life changing such as a relationship ending or a loved one dying,
- misusing drugs or alcohol,
- living alone or having little social contact with other people,
- having a mental health condition such as depression
- self-harming,
- having a physical health condition, especially if this causes chronic pain or serious disability,
- problems with work or money,
- being a young person, or
- being a middle-aged man



What to say to someone who may be at risk of suicide

If you think that someone may be feeling suicidal, encourage them to talk about how they are feeling.

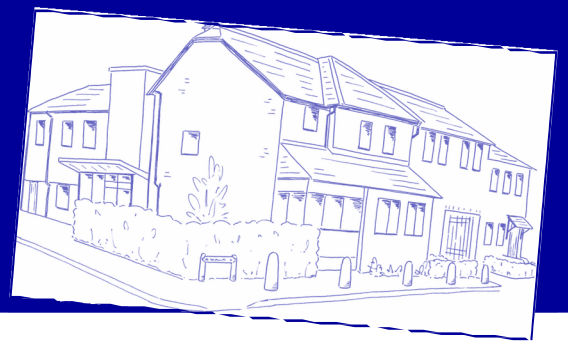
You may feel uncomfortable talking about suicidal feelings. You may not know what to say. This is entirely normal and understandable.

It might help to:

- Let them know that you care about them and that they are not alone
- Empathise with them – you could say something like, “I can’t imagine how painful this is for you, but I would like to try to understand”
- Be non-judgemental and don’t criticise or blame them
- Repeat their words back to them in your own words – this shows that you are listening, and repeating information can also make sure that you’ve understood them properly
- Ask about their reasons for living and dying and listen to their answers – try to explore their reasons for living in more detail
- Ask if they have felt like this before and if so, ask how their feelings changed last time
- Reassure them that they will not feel this way forever
- Encourage them to focus on getting through the day rather than focussing on the future
- Encourage them to seek help that they are comfortable with such as help from a doctor or counsellor, or support through a charity such as the Samaritans
- Follow up any commitments that you agree to
- Make sure someone is with them if they are in immediate danger
- Try to get professional help for the person feeling suicidal

Remember that you don’t need to find an answer, or even to completely understand why they feel the way they do. Listening to what they have to say will at least let them know you care.

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What to do if you are at risk of suicide

If you're experiencing suicidal thoughts, seek professional support.

Contact your:

- GP and ask for an emergency appointment
- Call the local urgent mental health helpline 0800 028 8000
- Local NHS 111 service

Online Appointment Requests

Our online appointment booking system is open Monday to Friday between 7.30am and 10.00am. The reason it is not open 24 hours a day is as follows:-

Every appointment request is triaged by a GP to ensure the patient is seen by the most appropriate clinician and offered an appointment at a time that is appropriate to their needs. We do not feel it would be safe having the system open 24 hours a day, for example if a patient with chest pain or acute pain requested an appointment at 10pm it would not be seen until the next working day.

In order for a GP to triage every request between 07.30 and 10.00 they are unable to see any patients that morning which means there are 14 appointments less we can offer to patients every day, which equates to 70 appointments less a week. If our online booking system was open 24 hours a day or even until 18.30 we would need a GP triaging all day which would result in us losing 140 appointments a week, which is not sustainable.

It is important to remember that General Practice is not an emergency service and so if something cannot wait until our opening hours then it must go to the funded emergency services.